<u>**LISTING OF THE CLAIMS**</u>

The following listing, if entered, replaces all prior versions of the claims in the present application.

1-22. (Cancelled)

23. (**Currently Amended**) A method comprising:

<u>receiving an incoming customer support request at a channel driver, wherein</u>

<u>said channel driver is in communication with a communications</u>
<u>channel,</u>

<u>a media type of said communications channel is one of a plurality of</u>
<u>media types, and</u>

<u>said channel driver is configured to communicate with said</u>
<u>communications channel using said media type;</u>

<u>in response to said receiving said incoming customer support request,</u>

forming a message, wherein

said forming comprises

inserting customer relations management system information ~~and~~
~~other customer relations management system~~
~~information~~ into said message, <u>and</u>

configuring said message to be ~~pushed from~~ <u>communicated to</u> a
communication server by encoding at least a portion of said
message in a standard format ~~recognized by,~~ <u>wherein</u>
<u>said standard format is independent of said media type</u>
<u>of said communication channel,</u>
<u>said standard format conforms to a data format</u>
<u>specification,</u>
said communication server and [[a]] <u>said</u> channel
driver[[,]] <u>are configured to recognize said</u>
<u>standard format, and</u>

- 2 -

said data format specification defines a plurality of
interactions between said communication server
and said channel driver;

communicating said message between said communication server and said
channel driver, wherein

said message is configured to transport said customer relations
management system information between said communication
server and said channel driver, and

said communicating is performed according to said data format
specification;

receiving ~~an incoming customer support request~~ said message at said
communication server, wherein

said communication server receives said ~~incoming customer support
request~~ message from said channel driver ~~in communication
with a communications channel~~,

~~a media type of said communications channel is one of a plurality of
media types, and~~

~~said channel driver is configured to communicate with said
communications channel using said media type,~~

said receiving is performed in a media-independent manner by virtue
of said communication server and said channel driver being
configured to communicate according to said data format
specification, and

said communication server and said channel driver being configured
to communicate according to said data format specification
allows said communication server and said channel driver to
be configured separately; and

causing said communication server to route said incoming customer support
request to an agent, wherein

said communication server is configured to route said incoming
customer support request to said agent by virtue of being

- 3 -

configured to route said customer relations management

system information to a browser coupled to said agent,

said causing routes said incoming customer support request to said agent

as a work item,

~~said causing routes said work item using said message,~~

said causing comprises pushing said ~~message~~ customer relations

management system information from said communication

server~~, said pushing is performed~~ in response to said receiving

said ~~incoming customer support request~~ message,

said customer relations management system information comprises at least

one of agent information and work item information,

said agent information comprises information regarding ~~said~~ a skill set of

an agent, and

said work item information comprises information regarding ~~said work~~

~~item~~ a task to be performed by said agent~~,~~

~~said other customer relations management system information is~~

~~other than said agent information and said work item~~

~~information, and~~

~~said other customer relations management system information~~

~~comprises at least one of a command, a request and a~~

~~notification; and~~

~~communicating said message between said communication server and said~~

~~channel driver, wherein~~

~~said message is configured to transport said customer relations~~

~~management system information and said other customer~~

~~relations management system information between said~~

~~communication server and said channel driver~~.

24.   (**Currently Amended**) The method of claim 23, ~~wherein~~ further

comprising:

inserting a notification into said message, wherein

- 4 -

said notification comprises at least one of notification of an event and
autonomously provided information.

25.   (Original) The method of claim 24, wherein
said customer relations management system information further comprises at least
one of queuing information, statistical information, connection
information and rule information.

26.   (Previously Presented) The method of claim 23, further comprising:
communicating said message from said communication server to a universal
queuing system.

27.   (**Currently Amended**) The method of claim 23, further comprising:
forming [[said]] <u>a</u> command, <u>and</u>
<u>inserting said command into said message,</u> wherein ~~said other customer~~
~~relations management system information comprises said command~~
~~and~~ said command is defined such that a module receiving said message
performs an operation.

28.   (**Currently Amended**) The method of claim 23, further comprising:
forming [[said]] <u>a</u> request, <u>and</u>
<u>inserting said request into said message,</u> wherein ~~said other customer~~
~~relations management system information comprises said request and~~
said request is configured to cause a module receiving said message to
reply with requested customer relations management system information.

29.   (**Currently Amended**) The method of claim 23, further comprising:
forming [[said]] <u>a</u> notification, <u>and</u>
<u>inserting said notification into said message,</u> wherein ~~said other customer~~
~~relations management system information comprises said notification,~~
~~and~~ said notification is ~~generated~~ <u>formed</u> by a module ~~generating~~
<u>forming</u> said message.

- 5 -

30.   (Previously Presented) The method of claim 23, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

31.   (Original) The method of claim 30, wherein

said agent-related function is initiated by one of an AgentLogin command, an

AgentLogout command, an AgentInitAuBWork command, an

AgentAllMediaAvailable command, a ChangeAgentMediaMode

command, a ChangeAgentSkill command, a RequestAgentState request, a

RequestAgentMediaMode request, a RequestSystemState request, a

RequestAgentWorkableList request, a RequestWorkItemAssignment

request, a RequestAgentWorkItemList request and a

RequestAgentMediaState request.

32.   (Original) The method of claim 30, wherein

said work item-related function is initiated by one of an AddWorkItem command,

a RequestWorkItemStatus request, an AcceptWorkItem command, a

RejectWorkItem command, a CompleteWorkItem command, a

WrapUpWorkItemResponse command, a WrapCompleteWorkItem

command, an HoldWorkItem command, an UnHoldWorkItem command,

a BlindTransferWorkItemToAgent command, a

TransferWorkItemToAgent command and a TransferWorkItemToRoute

command.

33.   (Original) The method of claim 30, wherein

said statistics-related function is initiated by one of a SetChannelStatInterval

command, a SetRouteStatInterval command, a StartAgentStat command, a

StopAgentStat command and a GetSystemStatistics request.

34.   (Original) The method of claim 30, wherein

said administrative function is initiated by one of a UQOpenConnection

command, a UQReopenConnection command, a UQInitRules command, a

UQReplaceRules command and a UQDisconnect command.

35-36. (Cancelled)

37.   (**Currently Amended**) A computer system comprising:

a processor;

computer readable storage medium coupled to said processor; and

computer code, encoded in said computer readable storage medium, configured to

cause said processor to:

<u>receive an incoming customer support request at a channel driver,</u>

<u>wherein</u>

<u>said channel driver is in communication with a</u>

<u>communications channel,</u>

<u>a media type of said communications channel is one of a</u>

<u>plurality of media types, and</u>

<u>said channel driver is configured to communicate with said</u>

<u>communications channel using said media type;</u>

form a message, <u>in response to said receiving said incoming customer</u>

<u>support request,</u> wherein

said forming comprises

inserting customer relations management system

information ~~and other customer relations~~

~~management system information~~ into said

message, <u>and</u>

configuring said message to be ~~pushed from~~

<u>communicated to</u> a communication server by

encoding at least a portion of said message in a

standard format ~~recognized by~~<u>, wherein</u>

- 7 -

<u>said standard format is independent of said</u>

<u>media type of said communication</u>

<u>channel,</u>

<u>said standard format conforms to a data format</u>

<u>specification,</u>

said communication server and [[a]] <u>said</u> channel

driver[[,]] <u>are configured to recognize said</u>

<u>standard format, and</u>

<u>said data format specification defines a plurality</u>

<u>of interactions between said</u>

<u>communication server and said channel</u>

<u>driver;</u>

<u>communicate said message between said communication server and</u>

<u>said channel driver, wherein</u>

<u>said message is configured to transport said customer relations</u>

<u>management system information between said</u>

<u>communication server and said channel driver, and</u>

<u>said communicating is performed according to said data</u>

<u>format specification;</u>

~~receiving an incoming customer support request~~ <u>receive said message</u>

at said communication server, wherein

said communication server receives said ~~incoming customer~~

~~support request~~ <u>message</u> from said channel driver ~~in~~

~~communication with a communications channel,~~

~~a media type of said communications channel is one of a~~

~~plurality of media types, and~~

~~said channel driver is configured to communicate with said~~

~~communications channel using said media type,~~

<u>said receiving is performed in a media-independent manner by</u>

<u>virtue of said communication server and said channel</u>

- 8 -

driver being configured to communicate according to
said data format specification,

said communication server and said channel driver being
configured to communicate according to said data
format specification allows said communication server
and said channel driver to be configured separately; and

~~causing~~ cause said communication server to route said incoming customer
support request to an agent, wherein
said communication server is configured to route said
incoming customer support request to said agent by
virtue of being configured to route said customer
relations management system information to a browser
coupled to said agent,

said causing routes said incoming customer support request to said
agent as a work item,

~~said causing routes said work item using said message,~~

said causing comprises pushing said ~~message~~ customer relations
management system information from said
communication server~~, said pushing is performed~~ in
response to said receiving said ~~incoming customer~~
~~support request~~ message,

said customer relations management system information comprises
at least one of agent information and work item
information,

said agent information comprises information regarding ~~said~~ a
skill set of an agent, and

said work item information comprises information regarding ~~said~~
~~work item~~ a task to be performed by said agent~~,~~

~~said other customer relations management system information~~
~~is other than said agent information and said work item~~
~~information, and~~

- 9 -

~~said other customer relations management system information~~

~~comprises at least one of a command, a request and a~~

~~notification; and~~

~~communicate said message between said communication server and~~

~~said channel driver, wherein~~

~~said message is configured to transport said customer relations~~

~~management system information and said other~~

~~customer relations management system information~~

~~between said communication server and said channel~~

~~driver~~.

38.   (**Currently Amended**) The computer system of claim 37, wherein <u>said</u> <u>computer code is further configured to cause said processor to:</u>

<u>insert a notification into said message, wherein</u>

said notification comprises at least one of notification of an event and autonomously provided information.

39.   (Previously Presented) The computer system of claim 38, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

40.   (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

communicate said message from said communication server to a universal queuing system.

41.   (**Currently Amended**) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form [[said]] <u>a</u> command, <u>and</u>

<u>insert said command into said message,</u> wherein ~~said other customer relations~~ ~~management system information comprises said command and~~ said

- 10 -

command is defined such that a module receiving said message performs an operation.

42.   (**Currently Amended**) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form [[said]] a request, **and**

insert said request into said message, wherein ~~said other customer relations management system information comprises said request and~~ said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

43.   (**Currently Amended**) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form [[said]] a notification, **and**

insert said notification into said message, wherein ~~said other customer relations management system information comprises said notification, and~~ said notification is ~~generated~~ formed by a module ~~generating~~ forming said message.

44.   (Previously Presented) The computer system of claim 37, wherein said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

45.   (Cancelled)

46.   (**Currently Amended**) A computer program product comprising:

a first set of instructions, executable on a computer system, configured to receive an incoming customer support request at a channel driver, wherein

said channel driver is in communication with a communications channel,

- 11 -

a media type of said communications channel is one of a plurality of

media types, and

said channel driver is configured to communicate with said

communications channel using said media type;

a ~~first~~ second set of instructions, executable on a computer system, configured to

form a message, in response to said receiving said incoming customer

support request, wherein

said ~~first~~ second set of instructions comprises

a first subset of instructions, executable on a computer system,

configured to insert customer relations management system

information ~~and other customer relations management~~

~~system information~~ into said message, and

a second subset of instructions, executable on a computer system,

configured to configure said message to be ~~pushed from~~

communicated to a communication server, wherein said

second subset of instructions comprises

a first sub-subset of instructions, executable on a computer

system, configured to encode at least a portion of

said message in a standard format ~~recognized by~~

~~said communication server and a channel driver~~,

wherein

said standard format is independent of said

media type of said communication

channel,

said standard format conforms to a data format

specification,

said communication server and [[a]] said channel

driver[[,]] are configured to recognize said

standard format, and

said data format specification defines a plurality

of interactions between said

- 12 -

communication server and said channel

driver;

a third set of instructions, executable on a computer system, configured to

communicate said message between said communication server and

said channel driver, wherein

said message is configured to transport said customer relations

management system information between said communication

server and said channel driver, and

said communicating is performed according to said data format

specification;

a ~~third subset~~ fourth set of instructions, executable on a computer system,

configured to receive ~~an incoming customer support request~~ said

message at said communication server, wherein

said communication server receives said ~~incoming customer~~

~~support request~~ message from said channel driver ~~in~~

~~communication with a communications channel~~,

~~a media type of said communications channel is one of a~~

~~plurality of media types, and~~

~~said channel driver is configured to communicate with said~~

~~communications channel using said media type,~~

said receiving is performed in a media-independent manner by

virtue of said communication server and said channel

driver being configured to communicate according to

said data format specification, and

said communication server and said channel driver being

configured to communicate according to said data

format specification allows said communication server

and said channel driver to be configured separately; and

a ~~fourth subset~~ fifth set of instructions, executable on a computer system,

configured to cause said communication server to route said incoming

customer support request to an agent, wherein

- 13 -

said communication server is configured to route said incoming

customer support request to said agent by virtue of being

configured to route said customer relations management

system information to a browser coupled to said agent,

said causing routes said incoming customer support request to said agent

as a work item,

~~said causing routes said work item using said message,~~

said causing comprises pushing said ~~message~~ customer relations

management system information from said communication

server~~, said pushing is performed~~ in response to said receiving

said ~~incoming customer support request~~ message,

said customer relations management system information comprises at least

one of agent information and work item information,

said agent information comprises information regarding ~~said~~ a skill set of

an agent, and

said work item information comprises information regarding ~~said work~~

~~item~~ a task to be performed by said agent~~,~~

~~said other customer relations management system information is~~

~~other than said agent information and said work item~~

~~information, and~~

~~said other customer relations management system information~~

~~comprises at least one of a command, a request and a~~

~~notification; and~~

~~a second set of instructions, executable on a computer system, configured to~~

~~communicate said message between said communication server and~~

~~said channel driver, wherein~~

~~said message is configured to transport said customer relations~~

~~management system information and said other customer~~

~~relations management system information between said~~

~~communication server and said channel driver~~; and

- 14 -

computer readable storage media, wherein said computer program product is
encoded in said computer readable storage media.

47.   **(Currently Amended)** The computer program product of claim 46,
wherein <u>said computer program product further comprises:</u>

<u>a sixth set of instructions, executable on a computer system, configured to
insert a notification into said message, wherein</u>
said notification comprises at least one of notification of an event and
autonomously provided information.

48.   (Previously Presented) The computer program product of claim 47,
wherein
said customer relations management system information further comprises at least
one of queuing information, statistical information, connection
information and rule information.

49.   **(Currently Amended)** The computer program product of claim 46,
wherein said computer program product further comprises:

a ~~third~~ <u>sixth</u> set of instructions, executable on [[said]] <u>a</u> computer system,
configured to communicate said message from said communication server
to a universal queuing system.

50.   **(Currently Amended)** The computer program product of claim 46,
wherein said computer program product further comprises:

a ~~third~~ <u>sixth</u> set of instructions, executable on [[said]] <u>a</u> computer system,
configured to form [[said]] <u>a</u> command, <u>and</u>

<u>a seventh set of instructions, executable on a computer system, configured to
insert said command into said message,</u> wherein ~~said other customer
relations management system information comprises said command
and~~ said command is defined such that a module receiving said message
performs an operation.

51.   (**Currently Amended**) The computer program product of claim 46, wherein said computer program product further comprises:

a ~~third~~ **sixth** set of instructions, executable on [[said]] a computer system, configured to form [[said]] a request, **and**

a seventh set of instructions, executable on a computer system, configured to insert said request ~~said command~~ **into said message,** wherein ~~said~~ ~~other customer relations management system information comprises~~ ~~said request and~~ said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

52.   (**Currently Amended**) The computer program product of claim 46, wherein said computer program product further comprises:

a ~~third~~ **sixth** set of instructions, executable on [[said]] a computer system, configured to form [[said]] a notification,

a seventh set of instructions, executable on a computer system, configured to insert said notification into said message, wherein ~~said other customer relations management system information comprises said notification, and~~ said notification is ~~generated~~ **formed** by a module ~~generating~~ **forming** said message.

53.   (Previously Presented) The computer program product of claim 46, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

54.   (Cancelled)

55.   (**Currently Amended**) An apparatus comprising:

a processor;

means for receiving an incoming customer support request at a channel

> **driver, wherein**

> **said channel driver is in communication with a communications**

> > **channel,**

> **a media type of said communications channel is one of a plurality of**

> > **media types, and**

> **said channel driver is configured to communicate with said**

> > **communications channel using said media type;**

means for forming a message, **in response to said receiving said incoming**

> **customer support request,** wherein

> said means for forming said message is communicatively coupled to said

> > processor,

> said means for forming comprises

> > means for inserting customer relations management system

> > > information ~~and other customer relations management~~

> > > ~~system information~~ into said message, and

> > means for configuring said message to be ~~pushed from~~

> > > **communicated to** a communication server, **wherein**

> > > **said means for configuring comprises a means for**

> > > > **encoding at least a portion of said message in a**

> > > > **standard format,**

> > > **said standard format is independent of said media type**

> > > > **of said communication channel,**

> > > **said standard format conforms to a data format**

> > > > **specification,**

> > > **said communication server and said channel driver are**

> > > > **configured to recognize said standard format,**

> > > > **and**

- 17 -

said data format specification defines a plurality of

interactions between said communication server

and said channel driver;

means for communicating said message between said communication server

and said channel driver, wherein

said message is configured to transport said customer relations

management system information between said communication

server and said channel driver, and

said communicating is performed according to said data format

specification;

means for receiving ~~an incoming customer support request~~ said message at

said communication server, wherein

said communication server receives said ~~incoming customer support~~

~~request~~ message from [[a]] said channel driver ~~in~~

~~communication with a communications channel,~~

~~a media type of said communications channel is one of a plurality of~~

~~media types, and~~

~~said channel driver is configured to communicate with said~~

~~communications channel using said media type,~~

said receiving is performed in a media-independent manner by virtue

of said communication server and said channel driver being

configured to communicate according to said data format

specification, and

said communication server and said channel driver being configured

to communicate according to said data format specification

allows said communication server and said channel driver to

be configured separately; and

means for causing said communication server to route said incoming customer

support request to an agent, wherein

~~said means for configuring comprises a means for encoding at least a~~
~~portion of said message in a standard format recognized by~~
~~said communication server and said channel driver,~~

said means for causing routes said incoming customer support request
to said agent by virtue of being configured to route said
customer relations management system information to a
browser coupled to said agent,

said means for causing routes said incoming customer support request to
said agent as a work item,

~~said means for causing routes said work item using said message,~~

said means for causing comprises means for pushing said ~~message~~
customer relations management system information from said
communication server~~, said means for pushing is configured to~~
~~push said message~~in response to receipt of said ~~incoming~~
~~customer support request~~ message,

~~said means for pushing is configured to route said message to an agent~~
~~as a work item,~~

said customer relations management system information comprises at least
one of agent information and work item information,

said agent information comprises information regarding ~~said~~a skill set of
an agent, and

said work item information comprises information regarding ~~said work~~
~~item~~a task to be performed by said agent,

~~said other customer relations management system information is~~
~~other than said agent information and said work item~~
~~information, and~~

~~said other customer relations management system information~~
~~comprises at least one of a command, a request and a~~
~~notification; and~~

~~means for communicating said message between said communication server~~
~~and said channel driver, wherein~~

~~said message is configured to transport said customer relations~~
~~management system information and said other customer~~
~~relations management system information between said~~
~~communication server and said channel driver~~.

56.   (Currently Amended) The apparatus of claim 55, ~~wherein~~ <u>further comprising:</u>

<u>means for inserting a notification into said message, wherein</u>
said notification comprises at least one of notification of an event and
autonomously provided information.

57.   (Previously Presented) The apparatus of claim 56, wherein
said customer relations management system information further comprises at least
one of queuing information, statistical information, connection
information and rule information.

58.   (Previously Presented) The apparatus of claim 55, further comprising:
means for communicating said message from said communication server to a
universal queuing system.

59.   (Currently Amended) The apparatus of claim 55, further comprising:
means for forming [[said]] <u>a</u> command, <u>and</u>
<u>means for inserting said command into said message,</u> wherein ~~said other~~
~~customer relations management system information comprises said~~
~~command and~~ said command is defined such that a module receiving said
message performs an operation.

60.   (Currently Amended) The apparatus of claim 55, further comprising:
means for forming [[said]] <u>a</u> request, <u>and</u>
<u>means for inserting said request into said message,</u> wherein ~~said other~~
~~customer relations management system information comprises said~~
~~request and~~ said request is configured to cause a module receiving said

- 20 -

message to reply with requested customer relations management system information.

61.   **(Currently Amended)** The apparatus of claim 55, further comprising:
means for forming [[said]] <u>a</u> notification, <u>and</u>
<u>means for inserting said notification into said message,</u> wherein ~~said other~~
~~customer relations management system information comprises said~~
~~notification, and~~ said notification is ~~generated~~ <u>formed</u> by a module
~~generating~~ <u>forming</u> said message.

62.   (Previously Presented) The apparatus of claim 55, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
        statistics-related function and an administrative function.

63-64. (Cancelled)

65.   **(Currently Amended)** A method comprising:
<u>receiving a communication from an agent at a communication server,</u>
        <u>wherein</u>
        <u>said communication from said agent is received in response to a</u>
                <u>customer support request,</u>
        <u>said communication server is configured to communicate with a</u>
                <u>channel driver,</u>
        <u>said channel driver is in communication with a communications</u>
                <u>channel,</u>
        <u>a media type of said communications channel is one of a plurality of</u>
                <u>media types, and</u>
        <u>said channel driver is configured to communicate with said</u>
                <u>communications channel using said media type;</u>

- 21 -

in response to receiving said communication from said agent,

forming a message, wherein

said forming comprises

inserting customer relations management system information

into said message, wherein

said customer relations management system

information comprises at least one of agent

information and work item information,

said agent information comprises information

regarding a skill set of an agent, and

said work item information comprises information

regarding a task to be performed by said agent,

and

configuring said message to be communicated to said channel

driver by encoding at least a portion of said message in a

standard format ~~recognized by a communication server~~

~~and a channel driver~~, wherein

said standard format conforms to a data format

specification,

said communication server and said channel driver are

configured to recognize said standard format,

and

said data format specification defines a plurality of

interactions between said communication server

and said channel driver;

communicating said message between said communication server and said

channel driver, wherein

said message is configured to transport said customer relations

management system information between said communication

server and said channel driver, and

- 22 -

said communicating is performed according to said data format

specification;

~~said receiving comprises~~

receiving said message ~~from said communication server upon said message~~

~~being pushed from said communication server~~ at said channel driver,

wherein

said channel driver receives said message from said communication

server,

said receiving is performed in a media-independent manner by virtue

of said communication server and said channel driver being

configured to communicate according to said data format

specification, and

said communication server and said channel driver being configured

to communicate according to said data format specification

allows said communication server and said channel driver to

be configured separately; and

~~extracting customer relations management system information and~~

~~other customer relations management system information~~

~~from said message, and~~

~~decoding said at least said portion of said message in said standard~~

~~format recognized by said communication server and said~~

~~channel driver,~~

~~said message is pushed from said communication server as a result of~~

~~said communication server~~

~~receiving an incoming customer support request,~~

~~wherein~~

~~said communication server receives said~~

~~incoming customer support request from~~

~~said channel driver in communication~~

~~with a communications channel,~~

- 23 -

a media type of said communications channel is
one of a plurality of media types, and
said channel driver is configured to
communicate with said communications
channel using said media type,
identifying an agent to perform said incoming customer
support request, and
routing said incoming customer support request as a
work item to said agent,
said message is configured to communicate said message between said
communication server and said channel driver by virtue of
said message comprising said customer relations management
system information and said other customer relations
management system information,
said customer relations management system information
comprising at least one of agent information and work
item information,
said agent information comprising information regarding said
agent,
said work item information comprising information regarding
said work item,
said other customer relations management system information
being other than said agent information and said work
item information, and
said other customer relations management system information
comprising at least one of a command, a request and a
notification.

causing said channel driver to route said communication from said agent to
said communications channel, wherein
said channel driver is configured to route said communication to said
communications channel by virtue of being configured to route

- 24 -

said customer relations management system information to said communications channel, and

said causing comprises communicating said customer relations management system information from said channel driver, in response to said receiving said message.

66.   (Currently Amended) The method of claim 65, ~~wherein~~ further comprising:

inserting a notification into said message, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

67.   (Previously Presented) The method of claim 66, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

68.   (Cancelled)

69.   (Currently Amended) The method of claim 65, further comprising: performing an operation in response to receiving [[said]] a command~~, wherein said other customer relations management system information comprises said command~~.

70.   (Currently Amended) The method of claim 65, further comprising: replying with requested customer relations management system information in response to receiving said message~~, wherein said other customer relations management system information comprises said request~~.

71.   (Currently Amended) The method of claim 65, ~~wherein~~ further comprising:

~~said other customer relations management system information comprises~~ ~~said~~ <u>inserting a</u> notification <u>into said message,</u> [[and]] <u>wherein</u> said notification is generated by a module ~~generating~~ <u>forming</u> said message.

72.   (Previously Presented) The method of claim 65, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

73.   (**Currently Amended**) A computer system comprising:

a processor;

computer readable storage medium coupled to said processor; and

computer code, encoded in said computer readable storage medium, configured to

cause said processor to:

<u>receive a communication from an agent at a communication server,</u>

<u>wherein</u>

<u>said communication from said agent is received in response to</u>

<u>a customer support request,</u>

<u>said communication server is configured to communicate with</u>

<u>a channel driver,</u>

<u>said channel driver is in communication with a</u>

<u>communications channel,</u>

<u>a media type of said communications channel is one of a</u>

<u>plurality of media types, and</u>

<u>said channel driver is configured to communicate with said</u>

<u>communications channel using said media type;</u>

~~receive~~ <u>form</u> a message, <u>in response to receiving said communication</u>

<u>from said agent,</u> wherein

~~at least a portion of said message is encoded in a standard~~

~~format recognized by a communication server and a~~

~~channel driver,~~

- 26 -

said forming comprises

inserting customer relations management system information into said message, wherein said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding a skill set of an agent, and said work item information comprises information regarding a task to be performed by said agent, and

configuring said message to be communicated to said channel driver by encoding at least a portion of said message in a standard format ~~recognized by a communication server and a channel driver~~, wherein

said standard format conforms to a data format specification,

said communication server and said channel driver are configured to recognize said standard format, and

said data format specification defines a plurality of interactions between said communication server and said channel driver;

communicate said message between said communication server and said channel driver, wherein

said message is configured to transport said customer relations management system information between said communication server and said channel driver, and

- 27 -

said communicating is performed according to said data
format specification;

~~computer code configured to cause said processor to~~ receive said
message ~~from said communication server upon said message~~
~~being pushed from said communication server~~ at said channel
driver, wherein
said channel driver receives said message from said
communication driver,
said receiving is performed in a media-independent manner by
virtue of said communication server and said channel
driver being configured to communicate according to
said data format specification, and
said communication server and said channel driver being
configured to communicate according to said data
format specification allows said communication server
and said channel driver to be configured separately; and
~~computer code configured to cause said processor to extract~~
~~customer relations management system information and~~
~~other customer relations management system information~~
~~from said message, and~~
~~computer code configured to cause said processor to decode said at~~
~~least said portion of said message in said standard format~~
~~recognized by said communication server and said channel~~
~~driver,~~
~~said message is pushed from said communication server as a result~~
~~of said communication server receiving an incoming~~
~~customer support request, wherein~~
~~said communication server receives said~~
~~incoming customer support request from~~
~~said channel driver in communication~~
~~with a communications channel,~~

- 28 -

~~a media type of said communications channel is~~

~~one of a plurality of media types, and~~

~~said channel driver is configured to~~

~~communicate with said communications~~

~~channel using said media type,~~

~~identifying an agent to perform said incoming~~

~~customer support request, and~~

~~routing said incoming customer support request as~~

~~a work item to said agent,~~

~~said message is configured to communicate said message between~~

~~said communication server and said channel driver by~~

~~virtue of~~

~~said message comprising said customer relations~~

~~management system information and said other~~

~~customer relations management system information,~~

~~said customer relations management system information~~

~~comprising at least one of agent information and~~

~~work item information,~~

~~said agent information comprising information regarding~~

~~said agent,~~

~~said work item information comprising information~~

~~regarding said work item,~~

~~said other customer relations management system~~

~~information being other than said agent information~~

~~and said work item information, and~~

~~said other customer relations management system~~

~~information comprising at least one of a command, a~~

~~request and a notification~~

cause said channel driver to route said communication from said

agent to said communications channel, wherein

- 29 -

> said channel driver is configured to route said communication to said communications channel by virtue of being configured to route said customer relations management system information to said communications channel, and
>
> said causing comprises communicating said customer relations management system information from said channel driver, in response to said receiving said message.

74. **(Currently Amended)** The computer system of claim 73, wherein <u>said computer code is further configured to cause said processor to:</u>

<u>insert a notification into said message, wherein</u> said notification comprises at least one of notification of an event and autonomously provided information.

75. (Previously Presented) The computer system of claim 74, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

76. **(Cancelled)**

77. **(Currently Amended)** The computer system of claim 73, wherein said computer code is further configured to cause said processor to:

perform an operation in response to receiving [[said]] <u>a</u> command~~, wherein said other customer relations management system information comprises said command~~.

- 30 -

78.   (**Currently Amended**) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:

> reply with requested customer relations management system information in response to receiving said message, ~~wherein said other customer relations management system information comprises said request~~.

79.   (**Currently Amended**) The computer system of claim 73, wherein <u>said computer code is further configured to cause said processor to:</u>

> ~~said other customer relations management system information comprises~~ ~~said~~ <u>insert a</u> notification <u>into said message</u>, [[and]] <u>wherein</u> said notification is generated by a module ~~generating~~ <u>forming</u> said message.

80.   (Previously Presented) The computer system of claim 73, wherein said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

81.   (**Currently Amended**) A computer program product comprising:

> <u>a first set of instructions, executable on a computer system, configured to</u>
> <u>receive a communication from an agent at a communication server,</u>
> <u>wherein</u>
> <u>said communication from said agent is received in response to a</u>
> <u>customer support request,</u>
> <u>said communication server is configured to communicate with a</u>
> <u>channel driver,</u>
> <u>said channel driver is in communication with a communications</u>
> <u>channel,</u>
> <u>a media type of said communications channel is one of a plurality of</u>
> <u>media types, and</u>
> <u>said channel driver is configured to communicate with said</u>
> <u>communications channel using said media type;</u>

- 31 -

a ~~first~~ second set of instructions, executable on a computer system, configured to

~~receive~~ form a message, **in response to receiving said communication from said agent,** wherein

said forming comprises

inserting customer relations management system information into said message, wherein

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding a skill set of an agent, and

said work item information comprises information regarding a task to be performed by said agent, and

configuring said message to be communicated to said channel driver by encoding at least a portion of said message in a standard format ~~recognized by a communication server and a channel driver,~~ **wherein**

said standard format conforms to a data format specification,

said communication server and said channel driver are configured to recognize said standard format, and

said data format specification defines a plurality of interactions between said communication server and said channel driver;

a third set of instructions, executable on a computer system, configured to communicate said message between said communication server and said channel driver, wherein

- 32 -

said message is configured to transport said customer relations
management system information between said communication
server and said channel driver, and

said communicating is performed according to said data format
specification;

~~said first~~ a fourth set of instructions ~~comprises a first subset of instructions~~,
executable on a computer system, configured to receive said message
~~from said communication server upon said message being pushed~~
~~from said communication server~~ at said channel driver, wherein

said channel driver receives said message from said communication
server,

said receiving is performed in a media-independent manner by virtue
of said communication server and said channel driver being
configured to communicate according to said data format
specification, and

said communication server and said channel driver being configured
to communicate according to said data format specification
allows said communication server and said channel driver to
be configured separately;

~~a second subset of instructions, executable on a computer~~
~~system, configured to extract customer relations~~
~~management system information and other customer~~
~~relations management system information from said~~
~~message, and~~

~~a third subset of instructions, executable on a computer~~
~~system, configured to decode said at least said portion of~~
~~said message in said standard format recognized by said~~
~~communication server and said channel driver,~~

~~said message is pushed from said communication server as a result of~~
~~said communication server receiving an incoming customer~~
~~support request, wherein~~

- 33 -

said communication server receives said

incoming customer support request from

said channel driver in communication

with a communications channel,

a media type of said communications channel is

one of a plurality of media types, and

said channel driver is configured to

communicate with said communications

channel using said media type,

identifying an agent to perform said incoming customer

support request, and

routing said incoming customer support request as a

work item to said agent,

said message is configured to communicate said message between said

communication server and said channel driver by virtue of

said message comprising said customer relations management

system information and said other customer relations

management system information,

said customer relations management system information

comprises at least one of agent information and work

item information,

said agent information comprises information regarding said

agent,

said work item information comprises information regarding

said work item,

said other customer relations management system information

is other than said agent information and said work item

information, and

said other customer relations management system information

comprises at least one of a command, a request and a

notification; and

- 34 -

a fifth set of instructions, executable on a computer system, configured to cause said channel driver to route said communication from said agent to said communications channel, wherein

said channel driver is configured to route said communication to said communications channel by virtue of being configured to route said customer relations management system information to said communications channel, and

said causing comprises communicating said customer relations management system information from said channel driver, in response to said receiving said message; and

computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

82.   **(Currently Amended)** The computer program product of claim 81, wherein **said computer program product further comprises:**

a sixth set of instructions, executable on a computer system, configured to insert a notification into said message, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

83.   (Previously Presented) The computer program product of claim 81, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

84.   **(Cancelled)**

85.   **(Currently Amended)** The computer program product of claim 81, wherein said computer program product further comprises:

a ~~second~~ **sixth** set of instructions, executable on [[said]] **a** computer system, configured to perform an operation in response to receiving [[said]] **a**

- 35 -

command~~, wherein said other customer relations management system information comprises said command~~.

86.   (**Currently Amended**) The computer program product of claim 81, wherein said computer program product further comprises:

a ~~second~~ <u>sixth</u> set of instructions, executable on [[said]] <u>a</u> computer system, configured to reply with requested customer relations management system information in response to receiving said message~~, wherein said other customer relations management system information comprises said request~~.

87.   (**Currently Amended**) The computer program product of claim 81, wherein <u>said computer program product further comprises:</u>

~~said other customer relations management system information comprises said~~ <u>a sixth set of instructions, executable on a computer system, configured to insert a</u> notification <u>into said message</u>, [[and]] <u>wherein</u> said notification is generated by a module ~~generating~~ <u>forming</u> said message.

88.   (Previously Presented) The computer program product of claim 81, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89.   (**Currently Amended**) An apparatus comprising:

a processor; and

<u>means for receiving a communication from an agent at a communication server, wherein</u>

<u>said communication from said agent is received in response to a customer support request,</u>

- 36 -

said communication server is configured to communicate with a
channel driver,

said channel driver is in communication with a communications
channel,

a media type of said communications channel is one of a plurality of
media types, and

said channel driver is configured to communicate with said
communications channel using said media type;

means for forming a message, in response to receiving said communication
from said agent ~~a message~~, wherein

said means for ~~receiving~~ forming is communicatively coupled to said
processor,

said means for forming comprises

means for inserting customer relations management system
information into said message, wherein

said customer relations management system
information comprises at least one of agent
information and work item information,

said agent information comprises information
regarding a skill set of an agent, and

said work item information comprises information
regarding a task to be performed by said agent,
and

means for configuring said message to be communicated to
said channel driver by encoding at least a portion of said
message in a standard format ~~recognized by a
communication server and a channel driver~~, wherein
said standard format conforms to a data format
specification,

- 37 -

said communication server and said channel driver are
configured to recognize said standard format,
and

said data format specification defines a plurality of
interactions between said communication server
and said channel driver;

means for communicating said message between said communication server
and said channel driver, wherein

said message is configured to transport said customer relations
management system information between said communication
server and said channel driver, and

said communicating is performed according to said data format
specification;

~~said means for receiving comprises~~

means for receiving said message ~~from said communication server upon said
message being pushed from said communication server~~ at said
channel driver, wherein

said channel driver receives said message from said communication
server,

said receiving is performed in a media-independent manner by virtue
of said communication server and said channel driver being
configured to communicate according to said data format
specification, and

said communication server and said channel driver being configured
to communicate according to said data format specification
allows said communication server and said channel driver to
be configured separately,

~~means for extracting customer relations management system
information and other customer relations management
system information from said message, and~~

- 38 -

~~means for decoding said at least said portion of said message in~~
~~said standard format recognized by said communication~~
~~server and said channel driver,~~
~~said message is pushed from said communication server as a result of~~
~~said communication server receiving an incoming customer~~
~~support request, wherein~~
~~said communication server receives said~~
~~incoming customer support request from~~
~~said channel driver in communication~~
~~with a communications channel,~~
~~a media type of said communications channel is~~
~~one of a plurality of media types, and~~
~~said channel driver is configured to~~
~~communicate with said communications~~
~~channel using said media type,~~
~~identifying an agent to perform said incoming customer~~
~~support request, and~~
~~routing said incoming customer support request as a~~
~~work item to said agent,~~
~~said message is configured to communicate said message between said~~
~~communication server and said channel driver by virtue of~~
~~said message comprising said customer relations management~~
~~system information and said other customer relations~~
~~management system information,~~
~~said customer relations management system information~~
~~comprising at least one of agent information and work~~
~~item information,~~
~~said agent information comprising information regarding an~~
~~agent,~~
~~said work item information comprising information regarding~~
~~a work item,~~

- 39 -

~~said other customer relations management system information~~

~~being other than said agent information and said work~~

~~item information, and~~

~~said other customer relations management system information~~

~~comprising at least one of a command, a request and a~~

~~notification~~

means for causing said channel driver to route said communication from said agent to said communications channel, wherein

said channel driver is configured to route said communication to said communications channel by virtue of being configured to route said customer relations management system information to said communications channel, and

said causing comprises communicating said customer relations management system information from said channel driver, in response to said receiving said message.

90. (**Currently Amended**) The apparatus of claim 89, ~~wherein~~ **further comprising:**

means for inserting a notification into said message, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

91. (Previously Presented) The apparatus of claim 90, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

92. (**Cancelled**)

93.   (**Currently Amended**) The apparatus of claim 89, further comprising: means for performing an operation in response to receiving [[said]] a command~~,~~

~~wherein said other customer relations management system~~

~~information comprises said command~~.

94.   (**Currently Amended**) The apparatus of claim 89, further comprising: means for replying with requested customer relations management system

information in response to receiving said message~~, wherein said other~~

~~customer relations management system information comprises said~~

~~request~~.

95.   (**Currently Amended**) The apparatus of claim 89, ~~wherein~~ further comprising:

~~said other customer relations management system information comprises~~

~~said~~ means for inserting a notification into said message, [[and]]

wherein said notification is generated by a module ~~generating~~ forming

said message.

96.   (Previously Presented) The apparatus of claim 89, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

97-98. (Cancelled)

99. (Cancelled)

100.   (**Currently Amended**) The method of claim 23, wherein forming said message further comprises:

packaging and un-packaging said customer relations management system

information ~~and said other customer relations management system~~

~~information~~ using a data transfer protocol.

- 41 -

101.   (**Currently Amended**) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

package and un-package said customer relations management system information ~~and said other customer relations management system information~~ using a data transfer protocol.

102.   (**Currently Amended**) The computer program product of claim 46, wherein said ~~first set of instructions~~ **said computer program product** further comprises:

a ~~fifth subset~~ **sixth set** of instructions, executable on [[said]] **a** computer system, configured to package and un-package said customer relations management system information ~~and said other customer relations management system information~~ using a data transfer protocol.

103.   (**Currently Amended**) The apparatus of claim 55, ~~wherein said means for forming~~ further comprises:

means for packaging and un-packaging said customer relations management system information ~~and said other customer relations management system information~~ using a data transfer protocol.

104.   (Previously Presented) The method of claim 23, wherein an interface between said communication server and a plurality of channel drivers is configured to provide communications between said communication server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.

105. (Previously Presented) The computer system of claim 37, wherein

an interface between said communication server and a plurality of channel drivers
is configured to provide communications between said communication
server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a
plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.

106. (Previously Presented) The computer program product of claim 46,
wherein

an interface between said communication server and a plurality of channel drivers
is configured to provide communications between said communication
server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a
plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.

107. (Previously Presented) The apparatus of claim 55, wherein

an interface between said communication server and a plurality of channel drivers
is configured to provide communications between said communication
server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a
plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.